

CITIZENS'/ CLIENTS' CHARTER

MINISTRY OF TRIBAL AFFAIRS

SHASTRI BHAWAN,

NEW DELHI

(WEBSITE WWW.TRIBAL.NIC.IN)

December, 2025

OVERVIEW:

The Ministry of Tribal Affairs (MoTA), constituted in 1999, has been entrusted with the overall policy, planning and coordination of programmes of development for the Scheduled Tribes. To fulfil its wide mandate, the Ministry has adopted a multi-sectoral approach encompassing education, health, economic empowerment, infrastructure, cultural preservation, and governance reforms through its flagship schemes and programmes. In a Whole of Government approach towards tribal development, its programmes and schemes support and supplement the efforts of other Central Ministries, State Governments and voluntary organizations towards tribal development.

2. The Eklavya Model Residential Schools (EMRS) scheme, launched in 2018-19, aims to provide quality education to tribal students, focusing on their academic, cultural, and skill development.

3. The Ministry implements 5 scholarship schemes for tribal students, under which more than 30 lakh students are given scholarships every year. These Scholarships aim to lower dropout rates and foster the educational progress of tribal children, and thus ensure that tribal communities have greater access to quality education and are endowed with a better future.

1. **Pre-Matric Scholarship Schemes for ST students:** - Financial assistance for ST students studying in Classes IX and X, promoting the transition to secondary education.
2. **Post-Matric Scholarship Schemes for ST students:** Financial aid for ST students from Class XI to post-graduate courses, supporting higher education.
3. **National Overseas Scholarship (NOS) for ST Students:** This scheme offers meritorious ST students the chance to pursue post-graduate, doctoral, and post-doctoral studies at international universities.
4. **National Fellowship for ST Students (NSFT):** This fellowship scheme supports tribal students pursuing higher education (MPhil and PhD).
5. **National Scholarship for Higher Education of ST Students (Top Class):** This fellowship scheme supports tribal students pursuing higher education (MPhil and PhD).

4. The 'Special Central Assistance to Tribal Sub-Scheme (SCA to TSS), launched in 1977-78, is aimed at bridging developmental gaps for tribal welfare. In 2021-22, the scheme was revamped as the Pradhan Mantri Adi Adarsh Gram Yojana (PMAAGY), focusing on providing basic infrastructure in the villages with a significant tribal population.

5. Pradhan Mantri Janjatiya Vikas Mission (PMJVM) aims to foster tribal entrepreneurship and the "Vocal for Local by Tribal" initiative. It empowers tribal communities by enabling them to harness natural resources effectively, including the Minor Forest Products (MFPs) and the non-MFPs. It also seeks to achieve livelihood-driven tribal development across the country by providing forward and backward linkages by setting up Van Dhan Vikas Kendras / Van Dhan Producer Enterprises, apart from assisting the States to procure Minor Forest Produce at Minimum Support Price.

6. The Ministry, under the 'Support to TRIs Scheme', provides financial support to the Tribal Research Institutes (TRI) in States / UTs. Further, under Tribal Research Institute – Education,

Communication & Events (TRI-ECE), a Central Sector Scheme, the Ministry extends financial support to renowned NGOs, Research Institutes, University Departments (of Anthropology, Linguistics, Sociology etc. disciplines) and Deemed Universities, where expertise exist and which have already made a mark by carrying out pioneering research in the field of study of tribal cultures and their development and extensive work in particular subject areas and, therefore, have the potential to evolve into a Centre of Excellence

7. In the last 10 years, about Rs.1,000 Cr has been released to about 200 NGOs, working among tribal population, for about 250 projects in the field of education, Livelihood and health.

8. On November 15, 2023, during Janjatiya Gaurav Divas in Khunti, Jharkhand, Hon'ble Prime Minister launched the Pradhan Mantri Janjati Adivasi Nyaya Maha Abhiyan (PM-JANMAN) to uplift Particularly Vulnerable Tribal Groups (PVTGs). PM-JANMAN aims to improve the quality of life for PVTG communities through targeted support in areas such as safe housing, clean drinking water, education, health, road and telecom connectivity, electrification and sustainable livelihoods.

9. On October 2, 2024, Hon'ble Prime Minister launched the Dharti Aaba Janjatiya Gram Utkarsh Abhiyan (DA-JGUA), which aims to address critical gaps in social infrastructure, health, education and livelihood development across approximately 63,843 tribal villages.

10. The Sickle Cell Anaemia Elimination Mission, launched on July 1, 2023, focuses on eradicating Sickle Cell Disease (SCD) through awareness campaigns, universal screening and affordable care with a special emphasis on tribal populations in Central, Western, and Southern India. About 7 crore people in the age group of 0-40 years in SCD affected tribal areas are to be screened and counselled through collaborative efforts of central ministries and state governments.

11. Under the Forest Rights Act 2006, Individual titles and community titles are being distributed across the country.

12. Venture Capital Fund - Scheduled Tribes (VCF-ST) Scheme shall promote entrepreneurship amongst ST by providing financial assistance to ST promoted companies working in manufacturing, services and allied sectors, including start-ups and incubators, ensuring asset creation out of the concessional funds deployed in the unit/project.

Citizens'/ Clients' Charter

Address:

Ministry of Tribal Affairs,
(Policy Analysis & Public Grievance Division),
Gate No.3, Ground Floor, Jeevan Tara Building,
Parliament Street, New Delhi-110001

Vision:

To eliminate disparities in Human Development Indices (HDIs) and other development parameters between the Scheduled Tribe population and the general population, a) by empowering tribal communities through socio-economic development interventions, b) by ensuring seamless access to educational, health and technological advancements and sustainable livelihood opportunities, and c) by protecting their habitats and rich cultural heritage through a participatory approach.

Mission

The Ministry of Tribal Affairs aims at a comprehensive tribal development through,

1. Effective delivery of development Schemes and programmes to the tribal population and strengthening of administration in scheduled areas.
2. Infrastructural (including social) development of tribal areas through a Whole of Government approach.
3. Ensuring the effective implementation of Acts like FRA, PoAA etc to safeguard the rights and welfare of the ST individual and the community.
4. Expanding the socio-economic and livelihood opportunities available to the tribal population by fostering education, skill development, healthcare, sustainable resource management, and entrepreneurship etc among them.

SERVICE DELIVERY STANDARDS:

Sl. N.	Services / Transactions	Official name & Designation with contact details	Service standard	Process	Document Required
1	PMAAGY - DIVISION Release of financial assistance to State Governments under Special Central Assistance to the Tribal Sub-Plan (SCA to TSS)- PMAAGY	Ms. Samidha Singh, Director Ph. No. 011-23070508 Email: samidha.singh@gov.in	45 Days	The Ministry had been implementing the scheme "Pradhan Mantri Adi Adarsh Gram Yojna (PMAAGY) through State Governments which aims at integrated development of villages with significant tribal population covering 36,428 villages having at least 50% tribal population and 500 STs across States/UTs with notified STS. The scheme provides an amount of Rs.20.38 lakhs per village for covering multiple sectors of development including road & telecom connectivity, Anganwadi centres, health sub centres, drinking water and sanitation etc. therefore realizing the need for enhanced budget requirements per village for more effective gap filing, the scheme of PMAAGY was subsumed under the new scheme of DA-JUGA (Dharti Aba – Janjatiya Gram Utkarsh Abhiyan) during last financial year.	--
2	GRANTS - DIVISION Grants under Article 275(1),	Dr. Varnali Deka, Director Ph. No. 011-23340473 Email: varnali.deka@nic.in	60 Days	(i) Inviting proposals from State Governments (ii) Submission of proposal by State Governments (iii) Holding of PAC meetings (iv) Approval by PAC in the Ministry	(i) Proposals from State Governments in accordance with Scheme guidelines and subject to amount

				(v) Issue of Sanction/ Release of I / II instalment (as applicable)	allocated (ii) UCs in respect of releases made in the previous years, (iii) Physical and financial progress report in respect of releases made in the previous years, (iv) Availability of Land, where ever required.
3	<p>PM-JANMAN DIVISION Development of Particularly Vulnerable Tribal Groups (PVTGs) - PM-JANMAN</p> <p>The mission aims to provide basic facilities such as safe housing, clean drinking water and improved access to education, health and nutrition, road and telecom connectivity, electrification of unelectrified households and sustainable livelihood opportunities. These objectives are being met through 11 interventions implemented by 9-line Ministries.</p> <p>Website: (https://tribal.nic.in/PM-JANMAN.aspx)</p>	<p>Ms. Samidha Singh, Director</p> <p>Ph. No. 011-23070508 Email: samidha.singh@gov.in</p>	45 days	<p>PM JANMAN Division handles MPCs intervention under the Abhiyan:</p> <p>(i) Proposals received from States</p> <p>(ii) Examination of the Proposals as per guidelines</p> <p>(iii) PAC Meeting considers the proposals for approval</p> <p>(iv) Issue of Sanction / Release of I / II instalment (as applicable).</p>	<p>(i) UCs in respect of releases made in the previous years,</p> <p>(ii) Physical and financial progress report in respect of releases made in the previous years,</p>

4.	<p>Scholarships (DBT) & Fellowships to ST students.</p> <p>Website : (https://dbttribal.gov.in/AllScheme.aspx)</p>	<p>Shri Shivanand Bachagundi, Joint Director</p> <p>Ph. No. 011-23343303</p> <p>Email: Shivanand.b@gov.in</p>	30 days	<p>1. Pre Matric Scholarship</p> <ul style="list-style-type: none"> • Applications through State/NSP portal • Ministry releases Central Share to State Govt. <p>2. Post Matric Scholarship</p> <ul style="list-style-type: none"> • Applications through State/NSP portal <ul style="list-style-type: none"> • Ministry releases Central Share to State Govt. 	<ol style="list-style-type: none"> 1. Income Certificate 2. Caste (ST) Certificate 3. Offer of admission in eligible Institute 4. Domicile Certificate 5. Marksheet of Qualifying examination 6. 10th Passing Certificate (for DOB Proof)
5.	<p>Scholarships (DBT) & Fellowships to ST students.</p> <p>Website : (https://dbttribal.gov.in/AllScheme.aspx)</p>	<p>Dr. Raji N.S., Deputy Secretary</p> <p>Ph. No. 011-23340470</p> <p>Email: raji.padmakumar@nic.in</p>	30 days	<p>1. National Fellowship for ST students (NFST):-</p> <ul style="list-style-type: none"> • Application on MoTA fellowship Portal. • Verification and approval by Institutes. • Releasing of funds by MoTA <p>2. National Scholarship (Top Class)</p> <ul style="list-style-type: none"> • Application on NSP Portal • Verification & approval Confirmation • Fund Disbursement & Coordination <p>3. National Overseas Scholarship(NOS) for ST Students</p> <ul style="list-style-type: none"> • Applications through MoTA NOS Portal • Verification by Ministry • Screening & Selection by Committee • Scholarship disbursement by Concerned embassy • MoTA reimburses to MEA 	<ol style="list-style-type: none"> 1) Income Certificate 2) Caste (ST) Certificate 3) Offer of admission in eligible Institute 4) Domicile Certificate 5) Marksheet of Qualifying examination 6) 10th Passing Certificate (for DOB Proof)

6.	<p>TRI /Media Digital/Social Media/CoE</p> <p>Release of financial assistance for conducting research, seminars, workshops on tribal related issues including tribal festivals.</p> <p>Release of financial assistance to State Governments/UTs Admin for Tribal Research Institutes (TRIs)</p> <p>Website: - https://tribal.nic.in/TRI.aspx</p>	<p>Sh. Ganesh Nagarajan, Deputy Secretary</p> <p>Ph. No. 011-23387216 Email: ganeshnagarajan.ifs@gov.in</p>	<p>45 days</p>	<p>(i) Invitation of proposals from reputed Institutes/Organizations who wish to undertake research studies in the areas of works as per the guidelines. (ii) Scrutiny and approval of the proposal by the Competent Authority in the Ministry (iii) Issue of Sanction/Release of funds</p> <p>i) Invite annual action plans from the State Governments ii) Submission of proposals by State Government/UT Administration. iii)Scrutiny and approval of the Competent Authority in the Ministry iv) Issue of Sanction/Release of I/II instalments as per schedule</p>	<p>As per scheme guidelines</p> <p>https://tribal.gov.in/TRI.aspx</p>
7.	<p>Livelihood, Skilling, Entrepreneurship Development and VCF, CoE – Adi Vaani, Adi Sanskriti</p> <p>a) Pradhan Mantri Janjatiya Vikas Mission b) Venture Capital Fund for STs c) Support to National / State Scheduled Tribes Finance & Development Corporations</p>	<p>Ms. Deepali Masirkar, Director</p> <p>Ph. No. 011-23383965 Email: masirkar.deepali@gov.in</p>	<p>45 days</p>	<p>a) PMJVM – As per scheme guidelines available at https://tribal.nic.in/downloads/Livelihood/Guidelines/PMJVMGuidelines.pdf</p> <p>b) VCF-ST – As per scheme guidelines available at - https://tribal.nic.in/downloads/Livelihood/Guidelines/VCF-STGuidelines1123.pdf</p> <p>c) https://nstfdc.tribal.gov.in/</p>	<p>As per scheme guidelines</p>
8.	<p>NGO Division</p> <p>Releases of financial assistance to VO's / NGOs for</p>	<p>Sh. Jafar Malik, Deputy Secretary</p>	<p>60 days</p>	<p>(i) Submission of proposals by NGOs through State Govt. / UT Administration (ii) Scrutiny of proposals</p>	<p>i) Application Form ii) State Government Recommendation</p>

	<p>residential / non-residential/health / Vocational training projects, etc.</p> <p>Website: (https://ngo.tribal.gov.in/)</p>	<p>Ph. No. 011-23073706 Email : ds-dajgua@tribal.gov.in</p>		<p>and release of grants in eligible cases.</p>	<p>n, iii) Inspection Report counter-signed by the District Collector, iv) Budget Estimates, v) Audited statement of Accounts, vi) Utilisation Certificate of previous grant in prescribed format, vii) List of Managing Committee, viii) List of Staff, ix) List of beneficiaries, x) Annual Report, xi) Registration Certificate, Rules & Bye Laws, (need not be submitted in case of renewal proposal), xii) Advance Surety Bond, xiv) Acceptance of Terms and conditions, xv) Authorisation letter, xvi) copy of the bank transaction of the pass book maintained for the project.</p>
9.	<p>Dharti Aaba-Janjatiya Gram Utkarsh Abhiyan (DA-JGUA) Division</p> <p>The key feature of the mission is its inter-ministerial</p>	<p>Dr. Varnali Deka, Director</p> <p>Ph. No. 011-23340473 Email: varnali.deka@nic.in</p>	60 days	<p>MINISTRY OF TRIBAL AFFAIRS</p> <p>Multi sectoral Interventions –Expansion of SCA to Tribal Development – PMAAGY (MoTA) ₹20.39 lakhs for integrated</p>	<p>A whole of Government approach through other participating Ministries / Departments of Government of India. Document</p>

	<p>convergence, where 17 Ministries of the Government of India will unite for the welfare of tribal communities through 25 focus interventions. The Ministry of Tribal Affairs will serve as the nodal agency, coordinating with Central Ministries for planning, implementation, and monitoring. However, each Ministry will retain responsibility for implementing its specific schemes</p> <p>Website- https://tribal.nic.in/dajagua.aspx</p>		<p>development of village-Enhancing the scope of PMAAGY by inclusion of other interventions:</p> <p>a) Provision for 100 Tribal Multipurpose Marketing Centres</p> <p>b) Improving infrastructure of Ashram Schools, Hostels, Govt./State Tribal Residential schools</p> <p>c) Setting up of Centre of Competence, and counselling support/awareness for Sickle Cell Disease (SCD)</p> <p>d) Digitization and support to FRA claim process, setting up of FRA Cells including formulation & implementation of CFR Management Plans</p> <p>e) Annual incentives totaling ₹20 Cr for best performing Tribal districts.</p> <p>f) Inter-se allocation among various components to be decided based on actual requirements.</p> <p>g) Project management cost, IEC etc.</p> <p>h) An allocation of ₹5013 Cr for the period 2026-27 to 2028-29 and amount of ₹4000 cr for the period FY 2024-25 to 2025-26 (Finance cycle 2021-26).</p> <p>(i) Proposals received from States</p> <p>(ii) Examination of the Proposals as per guidelines</p> <p>(iii) PAC Meeting considers the proposals for approval</p> <p>(iv) Fund released by DA-JGUA</p>	<p>as required by these Ministries / Departments for their intervention in DAJGUA.</p>
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10.	<p>EMRS Division</p> <p>(i) Eklavya Model Residential Schools (EMRS) related issues.</p> <p>(ii) Centre of Excellence for Sports (CoE for Sports)</p> <p>Website: https://tribal.nic.in/EMRS.aspx</p>	<p>Sh. Jafar Malik, Deputy Secretary</p> <p>Ph. No. 011-23073706 Email : ds-dajgua@tribal.gov.in</p>	45 days	<p>Scheme of Eklavya Model Residential School (EMRS) is being implemented to provide quality education to the tribal children (from class VI to XII) in their own environment from the year 2018-19. Prior to starting of EMRS Central Sector Scheme in 2019, 288 EMRS schools were a component of Grants under Article 275(1) of the Constitution. In 2019, National Education Society for Tribal Students (NESTS) has been established as an autonomous body under the Ministry of Tribal Affairs to establish, manage and implement the scheme of EMRS. Under the new scheme of EMRS, Ministry releases funds to NESTS and NESTS further releases funds to States/ UTs/ PSUs/ Construction Agencies/ State Societies as per their requirements for construction of EMRSs and recurring cost for running of the schools.</p>	<p>i. UCs in respect of releases made to NESTS in the previous years,</p> <p>ii. Physical and financial progress report from NESTS</p>
11.	<p>Constitutional and Legal Matters (CLM)</p> <p>All Scheduled V Areas, including Governor's report and tribal advisory Councils (TACs)</p> <p>ITDA/ITDP, MADA clusters</p> <p>Legal and constitutional matters relating</p>	<p>Shri Shivanand Bachagundi, Joint Director</p> <p>Ph. No. 011-23343303 Email: Shivanand.b@gov.in</p>	60 days	<p>Process for declaring Scheduled Areas</p> <p>(i) The State Government submits proposal with the recommendation of Governor of State concerned.</p> <p>(ii) In accordance with the criteria for declaring Scheduled Areas the proposal is examined.</p> <p>(iii) After examination a Note for the Cabinet is submitted for Cabinet approval after Inter-Ministerial Consultation.</p>	-

	<p>to scheduling/rescheduling of list of STs.</p> <p>Scheduling/Rescheduling of STs.</p> <p>Matters pertaining to Reservation of STs</p> <p>Website - https://tribal.nic.in/Cim.aspx</p>			<p>(iv) After approval of the Cabinet, Hon'ble Minister of Tribal Affairs endorses recommendation for assent of Hon'ble President of India.</p> <p>(v) After President's assent the Constitution Order is issued through a Gazette Notification.</p> <p>Process for Scheduling/De-scheduling of STs</p> <p>The State Government submits proposal with the recommendation of TRIs States / State Government concerned.</p> <p>In accordance with the criteria for Scheduling / De-scheduling the proposal is examined,</p> <p>After examination a Note for the ORGI's and NCST is submitted after Inter-Ministerial Consultation.</p> <p>After approval of the cabinet, Hon'ble Minister of Tribal Affairs endorses recommendation for the assent of Hon'ble President of India.</p> <p>After President assent the Constitution order is issued through a Gazette Notification.</p>	
12.	<p>Health Cell</p> <p>(i) Establishment of Centre of</p>	<p>Dr. Varnali Deka, Director</p> <p>Ph. No. 011-</p>	30 days	<p>(i)Proposals sought from SCD States through State TWD for establishment. of CoC</p>	-

	<p>Competence (CoC) for SCD under National Sickle Cell Anemia Mission</p> <p>(ii) Sickle Cell Awareness Campaign</p> <p>(iii) All the matters/issues pertaining to tribal health in MoTA received from other Ministries/Departments, etc.</p> <p>Website- https://tribal.nic.in/thc.aspx</p>	<p>23340473</p> <p>Email: varnali.deka@nic.in</p>		<p>(ii) Examination of CoC Proposals as per CoC guidelines/DA-JGUA guidelines</p> <p>(iii) PAC Meeting considers the CoC proposals for approval</p> <p>(iv) Fund released by DA-JGUA</p> <p>[The Scheme Setting up of Centre of Competence, and counselling support/awareness for Sickle Cell Disease (SCD) has been subsumed under the new scheme of DA-JUGA (Dharti Aba – Janjatiya Gram Utkarsh Abhiyan)]</p>	
13.	<p><u>Statistics Division</u></p> <p>(i) MoTA Annual Report (ii) Evaluation of TD Programmes (iii) Gender Budgeting Issues (iv) World Bank matters (v) Statistics including infrastructure Gaps; Maps; Analysis of Data (vi) Science & Technology in Tribal Development (vii) Output Outcome Monitoring Framework (OOMF)</p> <p>Website - https://tribal.nic.in/Statistics.aspx</p>	<p>Ms. Biju Cyriac, Deputy Director</p> <p>Ph. No. 011-23340478</p> <p>Email: biju.cyriac@nic.in</p>	31st March every year	N/A	

<p>14.</p>	<p><u>National Commission For Scheduled Tribes (NCST) Division</u></p> <p>deals with</p> <p>(i) All matters pertaining to NCST (incl. Administration matters)</p> <p>(ii) All matters pertaining to Prevention of Atrocities Act (ST related).</p> <p>Website - https://tribal.nic.in/NCST.aspx</p>	<p>Shri Ashok Kumar Gupta, Deputy Secretary</p> <p>Ph. No. 011-23340273 Email: ashok.kgupta@nic.in</p>	<p>45 days</p>	<p>(i) Received applications/ complaints/ petitions/ grievances, etc.</p> <p>(ii) After examination forwards for appropriate action or report to the concerned State or NCST Commission*** (whichever is applicable)</p> <p>(iii) Follow up action, if any.</p> <p>*** National Commission for Scheduled Tribes (NCST) is a constitutional body established in 2004 to address the issues of Scheduled Tribes in India. It was created by the Constitution (89th Amendment Act, 2003). The Commission's functions include investigating and monitoring safeguards for STs, inquiring into complaints regarding their rights, advising on socio-economic development planning, and submitting an annual report to the President.</p>	
<p>15.</p>	<p><u>Forest Rights Act (FRA) Division</u></p> <p>deals with</p> <p>(i) Scheduled Tribes And Other Traditional Forest Dwellers (Recognition Of Forest Rights) Act, 2006</p> <p>(ii) Land and Rehabilitation & Resettlement (R&R) issues</p> <p>(iii) Mining related issues</p>	<p>Ms.Samidha Singh, Director</p> <p>Ph. No. 011-23070508 Email: samidha.singh@gov.in</p>	<p>60 days</p>	<p>(i) Monitoring the progress in implementation of FRA (M.P.R.)</p> <p>(ii) Issuance of NOC to various Hydropower/irrigation/ mining projects etc.</p> <p>(iii) Issues approvals related to Forest, environment, etc. which are pertained to MoEFCC</p>	

	<p>(iv) Bio-diversity issues</p> <p>(v) Preservation of local flora and fauna in tribal areas, Gene Bank etc.</p> <p>Website - https://forestrights.nic.in/</p>				
16.	<p><u>Central STC / DAPST Monitoring</u></p> <p>Website - https://stcmis.gov.in</p>	<p>Sh. Mukund Bihari, Deputy Director</p> <p>Ph. No. 011-23340085 Email: mukundbihari.dgca@gov.in</p>	45 days	Monitoring of Central Ministries/Departments STC/DAPST (earlier called TSP) in the framework designed by NITI AAYOG	
17.	<p><u>State TSP Monitoring Division</u></p> <p>Website- https://statetsp.tribal.gov.in</p>	<p>Sh. Ramesh Kumar Verma, Deputy Director</p> <p>Ph. No. 011-23340274 Email: ramesh.kv@nic.in</p>	45 days	Monitoring of State TSP (State/ UT govt funding of TSP) in the framework designed by NITI AAYOG	
18.	<p>Centre of Excellency (COE) & Entrepreneurship Development</p>	<p>Ms. Deepali Masirkar, Director</p> <p>Ph. No. 011-23383965 Email: masirkar.deepali@gov.in</p>	60 days	-	
19.	<p>CSR & IR Birsa Munda Foundation, CoE – NDC and AIIMS, Delhi</p>	<p>Dr. Raji N.S., Deputy Secretary</p> <p>Ph. No. 011- 23340470 Email: raji.padmakumar@nic.in</p>	45 days	-	

20.	<u>Project Management Unit (PMU)</u>	Dr. Varnali Deka, Director Ph. No. 011-23340473 Email: varnali.deka@nic.in	n.a.		
21.	Tribal Freedom Fighter Museum (TFFM)	Ms. Deepali Masirkar, Director Ph. No. 011-23383965 Email: masirkar.deepali@gov.in	n.a.		

Citizens' / Clients' Charter -- Service Standards **Grievance Redressal Mechanism**

The grievances shall be lodged online at the following link :

<http://pqportal.gov.in>

The grievance will be processed by Grievance Redressal Officers (GROs) as per the subject matter. Appeals will be decided by the Sub Appellate Authorities (SAAs) depending on the subject matter of the grievance. The list of GROs and SAAs is as under:

Name of the Division	Grievance Redressal Officer (Name & Designation) (S/Shri)	Sub-Appellate Authority (Name & Designation) S/Shri
Grants	Dr Varnali Deka, Director	Manish Thakur, Additional Secretary
Dharti Aaba Janjatiya Gram Utkarsh Abhiyan	Dr Varnali Deka, Director	
PMAAGY (SCA to TSS)	Ms. Samidha Singh, Director	
Tribal Health Cell	Dr. Varnali Deka, Director	
PM-JANMAN (PVTG)	Ms. Samidha Singh, Director	
PMU	Dr. Varnali Deka, Director	
Portals	Ganesh Nagarajan, Deputy Secretary	
Establishment	Sangeet Kumar, Dy. Secretary	Brij Nandan Prasad, Joint Secretary
General Administration	Sangeet Kumar, Dy. Secretary	
Parliament and Coordination	Arvind Kumar, Director	
Vigilance	Arvind Kumar, Director	
EMRS Division	Jafar Malik, Dy. Secretary	
FRA	Ms. Samidha Singh, Director	Anant Prakash Pandey, Joint Secretary
TRI/ Media Division	Ganesh Nagarajan, Dy. Secretary	
Corporate Social Responsibility Division	Dr Raji N.S., Dy. Secretary	
Scholarship and DBT	Bachagundi Shivanand F., Director	
Livelihood Division	Ms. Deepali Masirkar, Director	
CLM Division	Shivanand Bachagundi, Director	T. Roumuan Paite, CMD (NSTFDC)/Joint Secretary
Internal Financial Division (IFD)	Ms. Hari Kiran Gurla, Dy. Secretary	Ms. Debolina Thakur, Joint

		Secretary & Financial Advisor
NGO DIVISION	Jafar Malik, Dy. Secretary	Ms. Anshu Singh, Deputy Director-General (Stats)
Central STC Monitoring	Mukund Bihari, Dy. Director	
Statistics Division	Ms. Biju Cyriac, Dy. Director	
NCST Division	Ashok Kumar Gupta, Dy. Secretary	Ms. Athira S. Babu, Economic Advisor
Policy Analysis	Ashok Kumar Gupta, Dy. Secretary	
Public Grievance Division	Ashok Kumar Gupta, Dy. Secretary	
State STC Monitoring	R.K. Verma, Dy. Director	
National Scheduled Tribes Finance and Development Corporation	R.J. Kachap, Head of Personnel	T. Roumuan Paite, CMD (NSTFDC)/Joint Secretary
National Education Society for Tribal Students	Gaurav Pawar, Dy. Commissioner	Ajeet Kumar Srivastava, Commissioner (NESTS)
Tribal Cooperative Marketing Development Federation of India Limited	Navratan Yadav, Sr. Acctt.	M. Raja Murugan, Managing Director (TRIFED)

Grievance officers of the Ministry of Tribal Affairs

S.NO	Name of the Public Grievance Officer	Contact Details	Email
1	Shri Ashok Kumar Gupta, Nodal Public Grievance Officer	Ministry of Tribal Affairs, Jeevan Tara Building, Parliament Street, New Delhi-110001 Contact No. (011)23340273	ashok.kgupta@nic.in
2.	Ms. Athira S. Babu, Economic Adviser & Appellate Authority,	Ministry of Tribal Affairs, Jeevan Tara Building, Parliament Street, New Delhi-110001 Contact No.(011)23363176	athira.babu@gov.in

Contact Details of Autonomous / Subordinate Organizations / Attached offices of the Ministry of Tribal Affairs

S. No.	Name of the Organization	Office address	Contact details & Email id
1	Tribal Cooperative Marketing Development Federation of India Limited (TRIFED)	NSIC Business Park NSIC Estate, Okhla Phase III, Okhla Industrial Area, New Delhi, Delhi 110020	091(11)71600410, 71600415, 71600420, 20883014, 20883015, 20883016 Fax. - 091(11)26866149 Email: pers.div.trifed@gmail.com Email : md-trifed@trifed.nic.in, Website : https://trifed.tribal.gov.in
2	National Scheduled Tribes Finance & Development Corporation (NSTFDC)	NBCC Tower, 5 th Floor, Hall No. 1, 15 Bhikaji Cama Place, New Delhi -110066.	011-26712519, 26712562, 26712583 Fax: 011-26712574, Email : nstfdc@bol.net.in , E-mail: cmd.nstfdc@gmail.com Website : https://nstfdc.tribal.gov.in
3	National Commission for Scheduled Tribes (NCST)	6th Floor, B-Wing, Loknaya Bhavan, Khan Market New Delhi, Delhi – 110003	PBAX No. 011-24646954 FAX NO. 011-24644628, 24657474, 24624191 Toll Free No. 1800-11-7777 Email : chairperson@ncst.nic.in , secy@ncst.nic.in Website : https://ncst.gov.in For Public Grievances portal of the NCST Commission can be accessed at the link : https://ncstgrams.gov.in/public/Home.aspx
4.	National Education Society for Tribal Students (NESTS)	Gate No. 3A, Ground Floor, Jeevan Tara Building, Parliament Street, Patel Chowk, New Delhi-110001	Contact No. 011-23340282 Email : commissioner.nests@tribal.gov.in ajeet.srivastava@gov.in gauravpawer.fci@gov.in Website : https://nests.tribal.gov.in/
5.	National Tribal Research Institute (NTRI)	Indian Institute of Public Administration Campus I P Estate, Ring Road, ITO New Delhi-110002	Tel. +91-11-23468363 Fax.(O) +91-11-23702440, +91- 11-23356528 Official Email: helpdesk.iipa@gmail.com Website : https://www.iipa.org.in